

# Gas Service Care Contract Application Form



Please complete the applicable parts of the form in block capitals using black ball point pen

Gold Cover	£18.75 per month
Silver Cover	£12.00 per month
Bronze Cover (see enclosed brochure for details)	£8.83 per month
Commercial / Industrial Individual assessment on request	
If you do not have central heating, your <b>first</b> choice appliance eg. fire, etc will cost:	£8.83 per month
<i>If you have an appliance on a Bronze, Silver or Gold Contract you can get Bronze cover for other nominated appliances in the same property for only £6 per month for each additional appliance.</i>	
<i>If you are a Landlord please fill in your details under the Landlord Section and the details of your tenant in the Tenant Section.</i>	

## Owner/Tenant Section delete as appropriate

Name Mr/Mrs/Miss/Ms Other	
Address	
	Postcode
Telephone Home	Work

## Landlord only Section

Name Mr/Mrs/Miss/Ms Other	
Address	
	Postcode
Telephone Home	Work

*N.B. For an additional cost of £31.00, a Landlord check can be carried out at the same time as the annual service. Please tick the box if required.  This will be invoiced seperately.*

<input type="checkbox"/> Gold cover	<input type="checkbox"/> Silver cover	<input type="checkbox"/> Bronze cover	<input type="checkbox"/> Additional appliance(s)
Enter first choice appliance type (e.g. boiler, Cooker, fire) Please state make, model, type, etc.			
Additional appliance type (e.g. cooker, Fire)			

## Cover

Gold, Silver or Bronze (delete as appropriate)	£
Additional Appliance(s)	£
Total	£

## Agreement

I wish to take advantage of the benefits of a Gas Service Care Contract, having read and accepted the terms and conditions on page 2.  
Please complete, sign and **return both pages** of this application form to  
Customer Service Manager. The Energy Centre, Admiral Park, St. Peter Port, GY1 2BB.

Applicant signature
Date

See terms and conditions on page 2.



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## Gas Service Care Contract - Terms & Conditions

The following scheme is available for domestic gas appliances only. Gas Service Care cover can be provided for commercial and industrial appliances however the nature of the cover and cost will be subject to an individual assessment.

### Gold cover

This cover extends to the gas appliance and associated controls, benefits:

- Annual service, parts and labour free
- Additional visit, including breakdown, diagnostics and repairs:
- Outside working hours, labour 20% discount, parts free
- Within working hours, labour and parts free

Please see exclusions below

### Silver cover

This cover extends to the gas appliance and associated controls, benefits:

- Annual service, parts at 20% discount, labour free
- Additional visit, including breakdown, diagnostics and repairs:
- Outside working hours, labour 20% discount, parts 20% discount
- Within working hours, labour free, parts 20% discount

Please see exclusions below

### Bronze cover

This cover extends to the gas appliance only (external controls are not included) benefits:

- Annual service, parts at normal rate and labour free
- Additional visit, including breakdown, diagnostics and repairs:
- Outside working hours, labour 20% discount, parts at normal rate
- Within working hours, labour free, parts at normal rate

Please see exclusions below

Normal working hours are 0830 – 1700 hours Monday to Friday excluding Public Holidays

## Exclusions

The above Service Care Contracts do not include the costs of labour and materials used in the rectification of faults on, or the replacement of auxiliary items such as pipework, radiators, valves, cylinders, tanks, flue pipes, isolation valves and electrical wiring. The cover also excludes the replacement of heat exchangers on Bronze and Silver contracts, the replacement of the appliance in the case that spare parts are no longer available or in cases where work is required to rectify faulty workmanship carried out by another party. Guernsey Gas shall not be responsible for any work caused by failure of the electricity or water services, damage caused by fire, lightning, flood, misuse, or any other extraneous cause.

## Terms & Conditions

### a) Period of Contract

The Contract Cover will be effective from the date that the charges apply. Charges are applied from the first of the month. The Contract shall continue unless/until:

- i) Either party notifies the other party in writing of their wish to terminate the Contract;
- ii) If payments are not received from the customer.

Customers will be notified in advance of changes in Contract charges or terms and conditions.

The annual service of appliance(s) will be carried out at any time throughout the year. Customers will be contacted via a postcard and requested to arrange a service appointment. If the customer does not respond, a reminder will be sent within six weeks. If the customer does not respond to the reminder the service may be missed. No refunds will be made under these circumstances.

The customer cannot reassign the Contract to another address or appliance. The contract will be terminated after a final meter reading or change of ownership of the property.

### b) Payments

The customer will pay by monthly banker's order or direct debit in advance.

### c) Condition of the Gas Appliance

Acceptance of the appliance onto a Service Care Contract does not infer that it has been satisfactorily installed. Guernsey Gas will not accept liability for any failure attributable to the inadequate installation of an appliance.

### d) Acceptance of Gas Appliances onto the Service Care Contracts

Acceptance onto a Service Care Scheme is dependent upon the appliance being in full working order. At the time of the first visit an inspection will be made, any work required to bring the appliance into full and proper working order may be charged for.

Guernsey Gas reserve the right to cancel the Contract for reasons of safety, accessibility, unavailability of spare parts and/or age or condition of the gas appliance.

The customer shall ensure that the appliance is used in accordance with the manufacturer's instructions.

### e) Gold cover is only available for 10 years from the date of installation

Gold cover will be reduced to Silver cover at the following 1st of July

### f) Sub-Contractors

Guernsey Gas reserve the right to use approved Gas Safe nominated sub-contractors to carry out Service Contract work.

### g) Liability

The customer agrees to indemnify Guernsey Gas against any, claim or claims whatsoever and howsoever arising in connection with the appliance(s) to be serviced under the Service Contract, other than any claim or claims associated by the default or negligence of Guernsey Gas or its agents.

Applicant signature

Date



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